

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee. Authorization for this examiner's amendment was given in a telephone interview with Mr. James M. Stover, Registration Number 32,759 on June 19, 2009.

The application has been amended as follows:

Specification

[0048] The instructions of the software routines or modules are loaded or transported to each device or system in one of many different ways. For example, code segments including instructions stored on floppy disks, CD or DVD media, or a hard disk, ~~or transported through a network interface card, modem, or other interface device~~ are loaded into the device or system and executed as corresponding software modules or layers. ~~In the loading or transport process, data signals that are embodied in carrier waves (transmitted over telephone lines, network lines, wireless links, cables, and the like) communicate the code segments, including instructions, to the device or system. Such carrier waves are in the form of electrical, optical, acoustical, electromagnetic, or other types of signals.~~

Claims

Replace claims with the following amendments:

1. (Currently Amended) A method executable by an automated system without requiring intervention by a human user, comprising:

- associating values with a plurality of predefined words;
- defining a user-defined data type having one or more data structures for storing said predefined words and associated values;
- invoking a first routine associated with the user-defined data type to load the predefined words and respective values in the one or more data structures;
- receiving from a client system customer feedback in the form of textual comments that originate with a human customer of an enterprise;
- comparing words in the customer feedback with said predefined words;
- ~~generating an indication to rate said customer feedback based on an identification of at least one word in said customer feedback as equivalent to one of said predefined words and the value of said equivalent one of said predefined words; and~~
- invoking a second routine associated with the user-defined data type to calculate a score based on an identification of at least one word in the customer feedback as equivalent to one of said predefined words contained in the one or more data structures and the value of said equivalent one of said predefined words;

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presenting ~~said~~ an indication to rate said customer feedback to a customer representative for said enterprise, said indication being based on said score .

2. (Cancelled)

3. (Currently Amended) The method of ~~claim 2~~ claim 1, wherein the one or more data structures comprise an array of the predefined words and associated values.

4. (Cancelled)

5. (Cancelled)

6. (Currently Amended) The method of ~~claim 5~~ claim 1, wherein invoking the first and second routines comprises invoking functions associated with the user-defined data type.

7. (Currently Amended) The method of ~~claim 2~~ claim 1, further comprising storing the one or more data structures in a first relational table.

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8. (Currently Amended) The method of claim 7, further comprising storing customer feedback in a second relational table,

wherein generating the ~~indication~~ score is based on performing a join of the first and second relational tables.

9. (Original) The method of claim 7, further comprising distributing the relational table across plural access modules.

10. (Currently Amended) The method of ~~claim 2~~ claim 1, wherein receiving the customer feedback comprises receiving the customer feedback in electronic mail.

11. (Currently Amended) The method of ~~claim 2~~ claim 1, wherein receiving the customer feedback comprises receiving customer-entered feedback at a web server.

12. (Currently Amended) The method of ~~claim 2~~ claim 1, wherein receiving the customer feedback comprises translating voice feedback to text feedback.

13. (Currently Amended) The method of ~~claim 2~~ claim 1, wherein receiving the customer feedback comprises receiving the customer feedback in a database system.

14. (Currently Amended) An article comprising at least one storage medium containing instructions that when executed cause an automated system, without requiring intervention by a human user, to:

cause the system to store rating data according to a user-defined data type having one or more data structures, the rating data associating a plurality of predefined words with respective values;

invoke a first routine associated with the user-defined data type to load said plurality of predefined words and respective values in said one or more data structures;

compare words in customer feedback received from a client system in the form of textual comments that originate with a human customer of an enterprise with [a] said plurality of predefined words ~~, each one of said predefined words having a value associated therewith ;~~

~~—generate an indication to rate said customer feedback based on an identification of at least one word in said customer feedback as equivalent to one of said predefined words and the value of said equivalent one of said predefined words;~~
~~and~~

invoke a second routine associated with the user-defined data type to calculate a score based on an identification of at least one word in the customer feedback as equivalent to one of said predefined words contained in the one or more data structures and the value of said equivalent one of said predefined words; and

presenting ~~said~~ an indication to rate said customer feedback to a customer representative for said enterprise, said indication being based on said score .

15. (Original) The article of claim 14, wherein the instructions when executed cause the system to generate the indication by generating an indication of customer satisfaction or dissatisfaction.

16. (Original) The article of claim 14, wherein the instructions when executed cause the system to generate the indication by generating an indication of customer approval or disapproval.

17. (Original) The article of claim 14, wherein the instructions when executed cause the system to generate the indication by generating an indication of customer emotion.

18. (Cancelled)

19. (Cancelled)

20. (Currently Amended) The article of ~~claim 18~~ claim 14, wherein the instructions when executed cause the system to store a negative value for a predefined word having a negative connotation and a positive value for a predefined word having a positive connotation in the rating data.

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21. (Original) The article of claim 20, wherein the instructions when executed cause the system to store modifier values for adjectives to increase the positive and negative values of the words.

22. (Cancelled)

23. (Cancelled)

24. (Currently Amended) The article of ~~claim 22~~, claim 14, wherein the instructions when executed cause the system to ~~invoke a second routine to load~~ the rating data into a relational table.

25. (Currently Amended) An automated system comprising:

one or more storage modules to store rating data according to a user-defined data type having one or more data structures, the rating data associating a list of predefined words with respective values; and

a controller adapted to:

invoke a first routine associated with the user-defined data type to load said plurality of predefined words and respective values in said one or more data structures;

compare words in customer feedback received from a client system in the form of textual comments that originate with a human customer of an enterprise with said plurality of predefined words; ~~to generate an indication to rate the customer feedback based on an identification of at least one word in said~~

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~~customer feedback as equivalent to one of said predefined words and the value of said equivalent one of said predefined words; and to~~
invoke a second routine associated with the user-defined data type to calculate a score based on an identification of at least one word in the customer feedback as equivalent to one of said predefined words contained in the one or more data structures and the value of said equivalent one of said predefined words; and

presenting ~~said~~ an indication to rate said customer feedback to a customer representative for said enterprise, said indication being based on said score .

26. (Original) The system of claim 25, the one or more modules to store the rating data in a first relational table.

27. (Cancelled)

28. (Currently Amended) The system of ~~claim 27~~, claim 26, the one or more storage modules to store the customer feedback in a second relational table.

29. (Original) The system of claim 28, wherein the controller is adapted to perform a join of the first and second relational tables to perform the comparison.

30. (Cancelled)

31. (Cancelled)

32. (Cancelled)

Allowable Subject Matter

2. Claims 1, 3,6-17, 20-21, 24-26, 28-29 are allowed.

REASONS FOR ALLOWANCE

3. The following is an examiner's statement of reasons for allowance:

Prior art of record does not teach the combination of the claimed elements including "invoking a second routine associated with the user-defined data type to calculate a score based on an identification of at least one word in the customer feedback as equivalent to one of said predefined words contained in the one or more data structures and the value of said equivalent one of said predefined words" and "presenting an indication to rate said customer feedback to a customer representative for said enterprise, said indication being based on said score" of independent claim 1.

Prior art of record does not teach the combination of the claimed elements including "invoke a second routine associated with the user-defined data type to calculate a score based on an identification of at least one word in the customer feedback as equivalent to one of said predefined words contained in the one or more data structures and the value of said equivalent one of said predefined words" and "presenting an indication to rate said customer feedback to a customer representative for said enterprise, said indication being based on said score" of independent claim 14.

Prior art of record does not teach the combination of the claimed elements including invoke a second routine associated with the user-defined data type to calculate a score based on an identification of at least one word in the customer feedback as equivalent to one of said predefined words contained in the one or more data structures and the value of said equivalent one of said predefined words” and “presenting an indication to rate said customer feedback to a customer representative for said enterprise, said indication being based on said score” of independent claim 25.

Thus the prior art of record neither renders obvious nor anticipates the combination of the claimed elements in light of the specification. After a further search and a through examination of the present application and in light of the prior art made of record, claims 1, 14 25 are allowed.

Dependent claims 3, 6-13,15-17,20-21, 24 26,28-29 are allowed at least by virtue of their dependency from claims 1, 14, 25.

4. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled “Comments on Statement of Reasons for Allowance.”

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Contact Information

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to SUSAN FOSTER RAYYAN whose telephone number is (571)272-1675. The examiner can normally be reached on M-F, 7:30-4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cottingham can be reached on 571-272-7079. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/SUSAN FOSTER RAYYAN/
Examiner, Art Unit 2167
June 19, 2009

/Shahid Al Alam/
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